

Value co-creation process: a case of e-services for G2C in Malaysia

Abstract

The advancement of Internet and its resources involving Information and Communication technologies (ICT) probes reformation on the way information is being consumed. This caused government and public sector departments globally to take the opportunity to engage in recreation of transformation in order to stay in line with the ICT's superb expansion as it has certainly transformed the way people interact both technologically and economically. This research study explores the issues and changes caused for the emergence of importance of value co-creation in service system delivery in Malaysia and a logic understanding framework is presented with suggestion on further exploration on issues in e-governments service applications and current trend of e-government by analyzing world wide e-government experience together with the expectation of e-government concludes the paper.